

# HOUSING

## PERMANENT HOUSING

It is very difficult to find affordable housing in San Francisco. Start looking as early as possible, and utilize all of your resources. On August 13, 2014, San Francisco's Fair Chance Ordinance went into effect. The Ordinance requires some housing providers and employers to review an individual's qualifications before inquiring about their arrest and conviction record. This ordinance applies to employers with 20 or more employees, contractors with city contracts over \$5,000, and housing providers that have received funding from the City. Employers, contractors and housing providers must also consider the relevance of an applicant's convictions, how long ago those convictions occurred and evidence of rehabilitation.

## FINDING HOUSING

Subsidized housing in San Francisco is controlled by the San Francisco Housing Authority (SFHA) through two separate programs: Public Housing and Section 8 Housing. The Public Housing program consists of buildings run by the Housing Authority where they review your application and are your landlord. Section 8 is a housing voucher with a certain amount of money on it that an individual can use to pay rent in subsidized housing or in private housing.

Neither program is blocked for individuals who have past convictions, although there are basic eligibility requirements for both. Most subsidized permanent housing opportunities in San Francisco require that the person currently reside in San Francisco, and that the person have some form of income or benefits. Both of these qualifications usually require some form of proof and most housing applications require a showing of some kind of income. Beyond these basic requirements, each provider may have additional eligibility requirements (such as age for senior buildings or documented proof of a disability for certain program-related housing). Both Section 8 and Public Housing have waiting lists; these waiting lists are sometimes closed, meaning you cannot get on them, or open, meaning they are accepting applications. This can change constantly, so make sure to check back regularly here: [www.sfha.org/Public-Housing-Information.html](http://www.sfha.org/Public-Housing-Information.html)

You can help yourself be an attractive applicant by staying current with any requirements of any probation or parole and seeking out support or treatment that adds positive efforts to your history. It is important to always make sure you are honest in your application to the SFHA- if SFHA determines that you have lied at any point they can and will deny your application. Be sure to consider if you might be eligible for any government benefits, such as social security or general assistance, especially since some benefits programs are connected to shelter or housing. It is important to create as many options for yourself as you can.

### Background Checks and Criminal Records

Most housing providers will do background checks—SF Housing Authority will conduct a criminal background check for Public Housing and for Section 8. This will cover both eviction/unlawful detainer issues from past rental situations and criminal histories related to violence, assault, drug sales, sexual offenses, arson, etc. There are certain cases where the Housing Department will automatically exclude you, and you are **automatically** denied from either public housing program:

- If you have to register as a lifetime sex offender in any state

- If you have ever been convicted of manufacturing methamphetamines in federally assisted housing OR
- If you have been evicted from a federally assisted housing program for drug related activity in the past 3 years if you are applying for public housing, or 5 years if you are applying for a Section 8 voucher. If you completed an SFHA approved drug treatment program this required ban may not apply to you.

If you have a criminal record but **have not** been convicted of the above offenses, you may still be eligible for public housing. While the SFHA *may* reject your application if the background check reveals drug-related crimes, violent crimes, or any crimes that they feel may threaten the health, safety, or right to peaceful enjoyment of the building, they are not automatically required to reject these applications. You should, therefore, apply to public housing even if you have past convictions, so long as they are not the ones mentioned above.

It is important to keep in mind that if you are eligible for a Section 8 voucher for use at an apartment of your choice, private landlords will often run their own background checks, and may be stricter than SFHA in their unwillingness to overlook your criminal record.

### **Mitigating Factors and Individual Circumstances**

With convictions on your record, you can still make yourself an attractive candidate to SFHA. The SFHA will consider individual circumstances when reviewing a housing application from an individual with criminal records, so it is very important that you present this information to SFHA. Once you have moved to the top of the wait list, SFHA will ask you to sign a release form so they can run your background check. This is a good time to submit letters or declarations showing your individual circumstances to SFHA.

Some examples of mitigating factors to present to SFHA are:

- Any positive changes you have made in your life since your arrests or convictions
- If you currently have a job, are enrolled or completed a job training program or school, or any participation in a treatment or rehabilitation program
- If you are a survivor of domestic violence, or if acts of violence against you led to your arrests or convictions
- If you have any dismissed convictions (note, dismissed convictions will come up on your SFHA background check, so even though they are dismissed, you must still be honest about them if asked, but make sure to note they are dismissed)
- Letters of support from probation officers, teachers, employers, treatment programs, neighbors, social workers or previous or prior landlords
- Evidence of a disability, if you have one, and how that disability is related to your criminal record

### **Denials**

If SFHA denies you admission to either program they have to notify you in writing and explain the reasons why you were denied, and they must also provide you a copy of your background check. A letter stating the denial is not the final word—you have the right to challenge the denial at an informal hearing. The letter with your initial denial will have information on how to request an informal hearing—it is important that you follow the instructions and request the hearing as it will be your opportunity to show that you are a good tenant. You have a right to an attorney or an informal advocate with you at the hearing, and a number of non-profit service providers can help.

Be sure to apply for public housing or Section 8 voucher with the San Francisco Housing Authority if you are eligible. Periodically, the wait list for public housing in San Francisco opens, but may be

closed when you first inquire. Check back frequently to see if it has reopened. Contact information for the San Francisco Housing Authority is below:

**The San Francisco Housing Authority**

Main Offices  
1815 Egbert Avenue  
San Francisco, California 94124  
Tel: (415) 715-3280  
TTY: (415) 467-6754  
Fax: (415) 715-3296

Hours: 8:00am – 5:00pm  
Website: [www.sfha.org](http://www.sfha.org)

Monday – Friday  
Customer Care Line  
(*Wait List Status*)  
Tel: (415) 715-5200

Section 8 Department  
*Main Line*  
Tel: (415) 715-5200  
Fax: (415) 715-3296

Also, there are many privately subsidized hotels and other apartment units that are available on a rolling basis. Inquire about open housing waiting lists at San Francisco Human Services Agency and community based organizations, and get help completing applications. Domestic violence shelters are available for individuals and families seeking safety from spouse, intimate partner, or other member of the household.

**Residential Treatment Facilities are listed in the Health & Treatment chapter. See that chapter if you are seeking residential treatment for substance abuse or mental health needs.**

## CERTIFICATE OF HOMELESSNESS

Some affordable housing opportunities may ask for a Certificate of Homelessness. You can obtain a Certificate of Homelessness from the Coalition on Homelessness.

**Coalition on Homelessness**

468 Turk Street  
San Francisco, CA 94102  
(415) 346-3740

Certificates of Homelessness are issued Mondays and Wednesdays 9am – 12pm.

## COMMUNITY HOUSING PARTNERSHIP (CHP)

CHP is a San Francisco-based nonprofit organization. CHP's mission is to help homeless people secure housing and become self-sufficient. CHP is an outcome-focused nonprofit that fulfills its mission by developing and managing high quality supportive housing and providing services to homeless individuals, seniors, and families to help them rebuild their lives and break the cycle of homelessness. [www.chp-sf.org](http://www.chp-sf.org)

### To Get Connected

**Administration Mailing Address:**

Occupancy & Compliance

519 Ellis St., San Francisco, CA 94109

**Phone:** (415) 563-3205 x123

**Email:** [housingopportunities@chp-sf.org](mailto:housingopportunities@chp-sf.org)

**For information regarding properties with and without wait lists please call 415-563-3205 x123, or visit [www.chp-sf.org](http://www.chp-sf.org)**

**Properties Without Waitlists:**

684 Ellis Street

850 Broderick Street

650 Eddy Street

365 Fulton

25 Essex

3155 Scott

374 5<sup>th</sup> St.

810 Avenue D

**Notes:** The above properties do not maintain waitlists. All vacancies are filled through referrals provided to CHP by programs through the HSA and DPH depending on the property. Please visit the website for more info.

**Direct Services:** Permanent Housing; Access to Internet; Assistance Getting Driver's License or Other ID; Hygiene/Personal Care Items; Phone/Voicemail; Substance Abuse Treatment; Health & Wellness Education; Intensive Case Management; Outreach; Assessment & Application for Food Stamps, General Assistance, and SSI; Employment Training; Job Readiness/Life Skills; Parenting Support/Education; Services for Children. Referral to other services as needed.

### Things To Know

**Languages Spoken:** English.

**What to Bring:** State-Issued ID. Program will assist client in getting this.

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.

**Client fees, if any:** None.

**Eligible Population:** All currently homeless individuals and family members. There are additional eligibility requirements per property that may include, but not limited to, annual income limits and verified disability. Please visit the website for more information.

**Faith Based:** No.

## CATHOLIC CHARITIES/CYO *LELAND HOUSE*

Catholic Charities/CYO's mission is to house homeless people with disabling HIV and AIDS. At Leland House, which provides permanent housing, we respond to residents on a Harm Reduction basis working with behaviors as they become difficult for others and when they impede the safety of the resident themselves. [www.cccyo.org](http://www.cccyo.org)

### To Get Connected

**Contact Persons:** Timothy Quinn, Intake Coordinator

**Phone:** (415) 405-2063 **Fax:** (415) 337-1137

**Email:** TQuinn@cccyo.org

**Intake Days:** Wednesdays and Thursdays

**Facility Hours:** 24 hours/7 days

**Location:** 141 Leland Avenue, San Francisco, CA 94134

**Notes:** Referral required. Intake appointment needed – no drop-ins.

### Things To Know

**Languages Spoken:** English, Spanish and German.

**What to Bring:** State-Issued ID, Social Security Card, Proof of SF Residency, TB Clearance; Medi-Cal card or other proof of insurance so that medications can be ordered.

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.

**Client fees, if any:** Rent is calculated at 30% of monthly income. There is an annual income limit.

**Eligible Population:** All currently homeless individuals, 18 years or older, with disabling HIV or AIDS, psychiatric disorders or substance abuse issues.

**Faith Based:** No.

**Direct Services:** Permanent Housing; Access to Internet; Assistance Getting Driver's License or Other ID; Food/Prepared Meals; P.O. Box/Mail Service; Voicemail; Shower Facilities; Utilities (hot water, heat); Co-Occurring Disorder/Dual Diagnosis Treatment; Health & Wellness Education through in house dietician; Anger Management; Group Counseling/Therapy, HIV Support, Harm Reduction; Money Management/Personal Financial Education; Many additional supportive services available upon referral: behavioral health, employment, case management, and other specialists, as needed.

## COMPASS FAMILY SERVICES *SF HOME*

Compass SF HOME helps families in danger of homelessness to stabilize and maintain their housing and rapidly re-houses homeless families so that they can work towards long-term economic self-sufficiency. The program is designed to help homeless families find a unit, and then provide a rental subsidy paired with case management until the family increases their income to the point that they can pay the rent on their own. [www.compass-sf.org](http://www.compass-sf.org)

### To Get Connected

**Contact Person:** Beth Mitchell, Program Director

**Phone:** (415) 644-0504 ext. 2201

**Email:** [bmitchell@compass-sf.org](mailto:bmitchell@compass-sf.org)

**Location:** 995 Market St, 5<sup>th</sup> Floor, SF 94103

**Notes:** Please call for more information and to receive an application packet. No referral required but we prioritize families who are either in a shelter or on the Connecting Point family shelter waitlist.

### Things To Know

**Languages Spoken:** English, Spanish.

**What to Bring:** We will let you know what documents are needed at the time you apply.

**Accessibility:** Wheelchair accessible.

**Client fees, if any:** None, although families must pay 40-50% of their net income towards the rent in their unit.

**Eligible Population:** Homeless families staying in San Francisco. Must have more than 50% custody of a child under 18, minimum income of \$500, maximum income 50% AMI. Must have a concrete plan to increase your income to the point where you can afford rent.

**Faith Based:** No.

**Direct Services:** Assistance Obtaining Permanent Housing; Rental Subsidies; Intensive Case Management; Education and Professional Goals; Money Management; Access to a Food Pantry; Clothing; Personal Hygiene Products; Diapers and Baby Supplies; Transportation Assistance; Access to Educational/Recreational Activities for Children.

## IN THE SPOTLIGHT: *NATE WILLIAMS*

A former gang member from Compton, in the 1980's Nate was one of the first juveniles in California sentenced as an adult. After serving 32 years on a life sentence, Nate paroled in 2012. While incarcerated, he created a prisoner-to-prisoner mentoring program, called "Life-to-life," which paired men serving life sentences with inmates serving shorter sentences who were cycling in and out of the prison system.



In 2014, Nate graduated from college receiving his BA from California Institute of Integral Studies. Committed to youth development, reconciliation and restorative justice, Nate works for Westside Community Services as a mental health case manager.

## HAMILTON FAMILY CENTER *THE DUDLEY APARTMENTS*

Our mission is to break the cycle of homelessness and poverty. Through a housing-first approach, we provide a continuum of housing solutions and hands-on services that promote self-sufficiency for families and individuals, and foster the potential of children and youth. The Dudley Apartments is a 75-unit Permanent Supportive Housing development where Hamilton family Center offers intensive case management services for single adults, seniors, Families, and children managing disabilities who have experienced homelessness. [www.hamiltonfamilycenter.org](http://www.hamiltonfamilycenter.org)

### To Get Connected

**Contact Person:** Mary Brown, Case Manager

**Phone:** (415) 861-8645 x105

**Fax:** (415) 861-86447

**Email:** [mbrown@hamiltonfamilycenter.org](mailto:mbrown@hamiltonfamilycenter.org)

**Location:** 172 6<sup>th</sup> Street, San Francisco, CA 94103

**Notes:** Please call for an appointment.

Referral from a service provider who can supply a certificate of homelessness is required. A waitlist is managed through Mercy Housing.

See listing under Hamilton First Avenue program for other housing options and instructions.

### Things To Know

**Languages Spoken:** English, Spanish.

**What to Bring:** State issued ID, Social Security Card. Program will assist clients getting these documents.

**Accessibility:** Wheelchair accessible.

**Client fees, if any:** Client pays 30% of their income toward rent.

**Eligible Population:** Men, women, transgender, pregnant women, women with children, families. There are extensive restrictions for this program as it works with Mercy Housing providing Section 8 units.

Please contact the Dudley Apartments staff for more information.

**Faith Based:** No.

**Direct Services:** Permanent Housing; Access to Internet; Assistance Getting Driver's License/Other ID; Food/Prepared Meals; P.O. Box/Mail Service; Shower Facilities; Mental Health Treatment; Health & Wellness Education; Intensive Case Management; Individual Counseling/Therapy; Housing Placement Assistance; Assistance Applying for CalFresh/Food Stamps; Assistance Applying for PAES/GA/CalWorks; Assessment & Application for SSI; Credit Repair; Job Readiness/Life Skills; Money Management/Personal Financial Education; Assistance Applying for Health Insurance; Couples/Family Counseling; Family Reunification; Parenting Support/Education; Services for Children.

## **SAN FRANCISCO HUMAN SERVICES AGENCY *SAN FRANCISCO RENTAL ASSISTANCE PROGRAM***

Provide back rent or security deposit to low income San Francisco residents meeting criteria.  
[www.sfhsa.org](http://www.sfhsa.org)

### **To Get Connected**

**Contact Person:** Darlene Fernandez-Ash,  
Rental Assistance Coordinator  
**Phone:** (415) 557-6484 **Fax:** (415) 557-6033  
**Hours:** Monday – Friday, 9:00am to 5:00pm  
**Mailing Address:** P.O. Box 7988, San  
Francisco, CA 94120, worker #ZB34  
**Notes:** After verifying need and eligibility  
based on phone or mail inquiry, clients are  
referred to a community agency that can help  
them complete a rental assistance  
application. No drop-ins.

### **Things To Know**

**What to Bring:** State-Issued ID; Social Security  
Card; Birth Certificates (for children); Proof of  
Income; Lease Agreement; and other  
supporting documentation, as needed.  
**Client fees, if any:** None.  
**Primary Community Served:** Low-income  
(80% AMI or below) families with minor  
children in their custody, adults (verifiably  
disabled, senior 55+), emancipated foster  
youth, veterans, victim of recent violence.  
Must be San Francisco resident.  
**Faith Based:** No.

**Direct Services:** Assistance with back rent; security deposit; critical family needs. Referrals to other  
services as needed.

## **TENDERLOIN HOUSING CLINIC *NEW ROADS PROGRAM***

In partnership with San Francisco Adult Probation, the New Roads Program provides services to  
clients who are on Adult Probation in San Francisco. The New Roads Program is a rental subsidy  
program designed for clients who are homeless or unstably housed, and are seeking housing and  
financial stability. Services for clients accepted into the program include: housing search assistance,  
rental subsidies, financial assistance, and supportive services. The goal for all New Roads clients is  
to obtain permanent housing and increase monthly income during program participation, in order to  
become self-sufficient. [www.thclinic.org](http://www.thclinic.org)

### **To Get Connected**

**Contact Person:** Naomi Prochovnick  
**Phone:** (415) 771-2427 x125 **Fax:** (415) 921-  
8691  
**Hours:** Monday – Friday, 9:30am to 4:00pm  
**Location:** 427 Turk Street, San Francisco, CA  
94102  
**Notes:** Clients may phone or drop in to  
inquire about services, but will need an  
appointment for an intake. Clients must be  
on supervised Adult Probation in San  
Francisco and must be referred by their  
Deputy Probation Officer.

### **Things To Know**

**Languages Spoken:** English, Spanish,  
Cantonese, Mandarin, Assamese.  
**Accessibility:** Wheelchair accessible. Other  
disabilities are accommodated.  
**Eligible Population: Clients must be referred**  
to the program by the San Francisco Adult  
Probation Department, must be currently  
homeless or unstably housed, and have at  
least 12 months remaining on supervision.  
**Faith Based:** No.

**Direct Services:** Housing Placement Assistance; Rental Subsidies; Supportive Services; Financial and  
Clothing Assistance.



## TENDERLOIN HOUSING CLINIC *HOUSING AND SUPPORTIVE SERVICES*

THC provides affordable supportive housing in San Francisco to over 1,500 formerly homeless tenants in 16 master leased properties residing in the Tenderloin, Mission, Union Square, and South of Market (SOMA) neighborhoods. Additionally, THC owns and operates the Galvin Apartments, a building in SOMA, designed for tenants transitioning out of Single Room Occupancy Hotels (SROs). The Housing Services Staff are enthusiastic about helping clients retain and maintain their housing through rental payment and money management services. THC provides supportive case management to all THC tenants, using a harm reduction framework. Through the harm reduction lens, each tenant is seen as an individual with unique needs. We attempt to serve tenants in a fair, consistent and supportive manner, which builds upon their strengths and promotes self-sufficiency. [www.thclinic.org](http://www.thclinic.org)

### To Get Connected

**Contact Person:** Clinic Staff

**Phone:** (415) 771-2427 **Fax:** (415) 921-8691

**Hours:** Monday – Friday, 9:30am to 4:00pm

**Location:** 472 Turk Street, San Francisco

**Notes:** To qualify for placement in a master lease hotel, prospective tenants must: 1) Be homeless. 2) Have a qualifying income. 3) Must be referred from an approved source.

### Things To Know

**Languages:** English, Spanish, Cantonese, Mandarin, Assamese.

**What to Bring:** Referral source provides this information.

**Accessibility:** Wheelchair accessible.

**Faith Based:** No.

### How to Sign Up for the Master Lease Program:

**If you are a CAAP Recipient:** Any client who is active and listed as homeless with their County Adult Assistance Program (CAAP) worker is eligible for master lease hotel housing. Check with your CAAP worker during your monthly Homeless Residency verification appointment regarding housing opportunities. Your CAAP worker is the only person who can provide you with this information.

**If you are a SSI/SSDI/SSA/VA/CAPI Recipient:** To qualify for the Master Lease program, you must stay at a qualified emergency shelter or work with a qualified agency. These include: MSC South, Next Door, Hospitality House, Episcopal Sanctuary, A Woman's Place, Larkin St., Dolores St., or the Homeless Outreach Team. Each shelter has a designated number of referrals slots and has its own internal process for making referrals to THC. Please see your shelter case manager to learn about their referral process. If your income is CAAP you cannot be referred through a shelter.

**If you are a Qualified Low-Income Working Individual:** To qualify for the Master Lease program, you must stay at a qualified emergency shelter or work with a qualified agency. These include: MSC South, Next Door, Hospitality House, Episcopal Sanctuary, A Woman's Place, Larkin St., Dolores St., or the Homeless Outreach Team. Each shelter has a designated number of referrals slots, and has its own internal process for making referrals to THC. Please see your shelter case manager to learn about their referral process. If your income is CAAP you cannot be referred through a shelter.

**Direct Services:** Intake & Assessment; Case Management; Benefits Advocacy; Community Organizing; Mediation with Property Management; Conflict Resolution; Support Groups; Social Events; Organized Tenant Activities; Wellness Checks; Referrals to other resources available as needed.

## TRANSITIONAL HOUSING

Transitional housing is a place to stay temporarily, usually with supportive services available where you live, and referrals to services in the community.

### ARA FIRST STEP HOME *SOBER LIVING HOUSE*

The Alcoholics Rehabilitation Association of San Francisco, Inc., operates the ARA First Step Home, a residence for men and women who are suffering from alcoholism. Our main objective is to return the alcoholic to his or her rightful place in society. The recovery program is oriented towards Alcoholics Anonymous. Help is also provided to make use of community resources to aid in the recovery process. All residents are required to attend the Monday and Thursday A.A. meetings held at 7:30 PM in the First Step Home and one outside meeting of their choice. They will also be required to attend the weekly home forum meeting on Tuesdays at 6:30 PM.  
[www.arafirststephome.com](http://www.arafirststephome.com)

#### To Get Connected

**Contact Person:** ARA Staff

**Phone:** (415) 863-3661 Fax: (415) 863-3670

**Email:** arahouse@pacbell.net

**Specific Intake Days and Times:** Monday, Wednesday, Friday 6:30am-9:30am

**Hours:** Monday – Friday, 6:00am to 2:00pm, Saturday and Sunday, 7:00am to 10:00am

**Location:** 1035 Haight Street, San Francisco, CA 94117

**Notes:** Applicants are referred to the house by institutions, clinics, AA clubs, members, doctors, and other responsible individuals. If you are on probation or parole, you must be on supervision in San Francisco. We do not accept probationers or parolees from other counties.

#### Checklist

1. Call to be sure you meet the minimum requirements.
2. Telephone Interview.
3. Once accepted to waiting list, check-in Mon, Wed., & Fridays 9-5.
4. Know the House Meeting requirements.
5. Valid identification
6. TB test required upon entering or within 1st seven days.

#### Things To Know

**Languages Spoken:** English

**What to Bring:** Valid Identification

**Client fee, if any:** Call for information.

**Eligible Population:** The primary qualifications for residence in the ARA First Step Home are:

1. Completion of a primary program (minimum 28 days) within the last year.
2. An honest and sincere desire to gain and maintain sobriety.
3. The need for food, shelter, and an atmosphere of friendly understanding.
4. Ability and willingness to accept gainful employment.

**Faith Based:** No

**Direct Services:** Sober Living; Transitional Housing; Meals; AA Meetings. There are meetings of Alcoholics Anonymous held at the Home each week. Attendance at meetings is considered a requirement of residence in the Home.

## CATS A WOMAN'S PLACE-CARE PROGRAM

The CARE Program offers Transitional Housing for up to 18 months available for HIV+ women (including transgender women) residents of San Francisco; services also include case management and – if needed – mental health counseling. [www.catsinc.org](http://www.catsinc.org)

### To Get Connected

**Contact Persons:** Pau Lagarde, HIV Case Manager/Mental Health Worker

**Phone:** (415) 293-7364

**Email:** [pau@awpcats.org](mailto:pau@awpcats.org)

**Days and Times:** Sunday-Thursday, 8am-4pm.

**Location:** 1049 Howard St. San Francisco, CA 94103

**Notes:** Prefer that clients be referred by service provider, but clients can self-refer by calling contact person (above) and scheduling intake appointment. Clients must provide documentation of HIV+ status and income verification at intake. Program is Harm-Reduction-based: there are no sobriety requirements for clients, but no substance use is allowed on the premises.

### Things To Know

**Languages Spoken:** English, Spanish.

**What to Bring:** Letter of Diagnosis for HIV+ and TB clearance documentation – both within 6 months; current income verification.

**Accessibility:** Wheelchair accessible.

**Client fees, if any:** 30% of monthly net income, plus requirement to set aside additional money in savings account – amount to be determined.

**Eligible Population:** Homeless HIV+ women (including transgender women) residents of San Francisco.

**Faith Based:** No.

**Direct Services:** Transitional Housing; Case Management; Mental Health Counseling.

## IN THE SPOTLIGHT: CURTIS PENN

Curtis Penn was sentenced to 25 years to life in 1999 under California's Three Strikes Law. After serving 15 years he was released as a result of Proposition 36. While incarcerated, Curtis injected a sense of meaning and purpose into a less-than-ideal situation. His participation in San Quentin's Prison University Project sparked his interest in formal education.



Since his release Curtis has pursued a BA Degree in Sociology at San Francisco State University (SFSU). He has been named a Willie L. Brown Fellow at SFSU and is currently interning in the Reentry Division of the San Francisco Adult Probation Department.

## **CENTER ON JUVENILE AND CRIMINAL JUSTICE (CJCJ) *CAMEO HOUSE ALTERNATIVE SENTENCING PROGRAM***

In partnership with the San Francisco Adult Probation Department, the Center on Juvenile and Criminal Justice's Cameo House serves criminally involved pregnant and parenting women, who are certified as homeless (as defined by the City and County of San Francisco). The goal of Cameo House is to identify eligible women who are awaiting adjudication and recommend to the courts that they be sentenced to Cameo House in lieu of state prison or county jail, when appropriate. All women residing at Cameo House must have at least one child in their custody, have active reunification services with at least one of their children, or be pregnant at the time of enrollment. Cameo House is a 12-month program but clients can remain for up to two years. All residents must be willing to participate in case management and other clinical services as a condition of the residency. During their stay at Cameo House, women are expected to obtain employment, reunify with at least one of their children, remain clean and sober (verified through random UAs conducted at Cameo House at least once per month), satisfy their Probation requirements, and obtain steady employment, with the goal being for them to obtain and sustain permanent housing. Cameo House residents work intensively with our on-site Case Manager and Therapist to insure that all these objectives are met. [www.cjcj.org](http://www.cjcj.org)

### **To Get Connected**

**Contact Person:** Intake/Staff

**Phone:** (415) 703-0600 **Fax:** (415) 703-0550

**Facility Hours:** 24 hours/7 days

**Location:** Located in San Francisco. Write to Cameo House, 40 Boardman Place, San Francisco, CA 94103.

**Notes:** Clients may call for more information about the referral process. Appointments required.

### **Things To Know**

**Languages Spoken:** English and Spanish.

**Client fees, if any:** None.

**Eligible Population:** Formerly incarcerated women with young children. May not have a criminal conviction for a sex offense or be a registered sex offender.

**Faith Based:** No.

**Direct Services:** Assistance with Permanent Housing; Transitional Housing; Access to Internet; Assistance Getting Driver's License or Other ID; Clothing; Food/Prepared Meals; Hygiene/Personal Care Items; P.O. Box/Mail Service; Storage Facilities; Transit Vouchers; Mental Health Treatment; Substance Abuse Treatment; Co-occurring Disorder/Dual Diagnosis Treatment; Health & Wellness Education; Anger Management; Community Education & Mediation; Group Counseling/Therapy; Intensive Case Management; Individual Counseling/Therapy; Outreach; Post-Incarceration Support; Restorative Justice/Survivor Impact; Basic/Remedial Education; College & Graduate Education; GED & High School Education; Reading/Literacy; Assessment & Application for Food Stamps, General Assistance, SSI; Credit Repair; Employment Training; Employment Retention; Money Management/Personal Financial Education; Representative Payee Services; Clean Slate/ Conviction Expungement Services; Inmate & Parolee Legal Issues; Employment Law; Childcare; Family Reunification; Parenting Support/Education; Services for Children. Referrals to other resources available as needed.

## **IN THE SPOTLIGHT: *LUIS AROCHE***

Growing up in San Francisco's Mission District, Luis Aroche was aware of the gang and street life that surrounded his community. Although conscientious of the harm gang members were doing to the community, he found it difficult to escape the web of violence. After serving several years in different juvenile facilities across the state of California, a prosecutor took a special interest in Luis and offered him a second chance: a job. From cleaning swimming pools to serving Mitchell's Ice Cream, Luis saw employment as the beginning of his new life.



He obtained his Bachelor of Arts in Interdisciplinary Studies (emphasis in Counseling Psychology) from the California Institute of Integral Studies. In 2012, he was hired by San Francisco District Attorney George Gascón as the first Alternative Sentencing Planner in the State of California. He is currently pursuing a Master's Degree in Public Administration from the University of San Francisco.

## **IN THE SPOTLIGHT: *MONIQUE RANDOLPH***



After several failed attempts at substance abuse treatment, Monique's addiction eventually resulted in numerous arrests and time spent in state prison. As a young mother, she was determined to do better.

Monique has completed an Associate of Arts Degree in Social Work and Substance Abuse from Merritt College in Oakland. After graduation she was hired by Walden House Inc. (now HealthRIGHT 360), as a HIV case manager. Seven years later, she is still with HealthRIGHT360, serving as the Health and Wellness Medical Coordinator for the organization.

## COMPASS FAMILY SERVICES *COMPASS CLARA HOUSE*

Compass Clara House (CCH) is a two-year transitional housing program of Compass Family Services and is aimed at supporting families with minor children to permanently break the cycle of homelessness. Through intensive case management, on-site therapy, life skills classes, parenting support, on-site licensed childcare for children through age 5, after school programs, education/vocational support, money management, and recovery support, our two-year program helps families build a lasting foundation for success.

[www.compass-sf.org](http://www.compass-sf.org)

### To Get Connected

**Contact Person:** Felicia Less, Intake

Coordinator

**Phone:** (415) 644-0504 ext. 5104

**Email:** [fless@compass-sf.org](mailto:fless@compass-sf.org)

**Hours:** Monday – Friday, 10:00am to 6:00pm

**Location:** 111 Page Street, San Francisco, CA 94102

**Notes:** Clients must be referred by a social service agency (such as a family shelter or substance abuse treatment program).

Appointment required.

### Things To Know

**Languages Spoken:** English, Spanish.

**What to Bring:** First, case manager or referring agency speaks with intake coordinator. After that, necessary documents include TB Clearance, proof of custody of minor(s), proof of income (if any), and identification information (state-issued or other) are required.

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.

**Client fees, if any:** 30% of monthly income for program fees, and a mandatory 20% of monthly income towards savings, returned upon exit.

**Eligible Population:** Only homeless families with minor children. Parents or guardians must have 50% legal and physical custody of the children or a solid reunification plan. Clients must have 6 months clean prior to being referred. Clients who have experienced domestic violence must be able to demonstrate at least 2 months separation from batterer. Must not have a conviction for a violent offence, sex offenses, or arson.

**Faith Based:** No.

**Direct Services:** Case Management; Life Skills; Permanent Housing Placement; Licensed Child Care and Afterschool Activities; Transitional Housing (up to 2 years); Individual Therapy; Educational/Vocational Support. Referrals to other resources available as needed.

## **GEO REENTRY SERVICES *TAYLOR STREET FACILITY***

GEO Reentry Services' mission is to help prepare individuals to reintegrate back to society and be responsible individuals who are accountable for their actions. Placements usually last from six months to one year. [www.geogroup.com](http://www.geogroup.com)

### **To Get Connected**

**Contact Persons:** Daionne Washington

**Phone:** (415) 346-9769

**Fax:** (415) 346-0358

**Facility Hours:** 24 hours/7 days

**Location:** 111 Taylor Street, San Francisco, CA 94102

**Notes:** Must be referred by CDCR Agent of Record or Federal BOP, Probation Officer/ Federal Pretrial services. Self-pay county beds. Call for info. No drop-ins.

### **Things To Know**

**Languages Spoken:** English, some Spanish.

**What to Bring:** TB Clearance. Program will assist entering clients in getting this.

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.

**Client fees, if any:** Self-pay residents pay \$80/day. No sliding scale. All other residents are covered by an agency. BOP requires 25% of income for subsistence. No cost for CDCR residents, but residents must save 75% of net income in a savings account for their release.

**Eligible Population:** All individuals without criminal conviction for sex offense, arson, or who are not registered sex offenders.

**Faith Based:** No.

**Direct Services:** Transitional Housing; Access to Internet; Assistance Getting Driver's License or Other ID; Clothing; Food/Prepared Meals; Hygiene/Personal Care Items; P.O. Box/Mail Service; Phone/Voicemail; Shower Facilities; Transit Vouchers; Mental Health Treatment; Substance Abuse Treatment; Anger Management; Community Education & Mediation; Individual Counseling/Therapy; Post-Incarceration Support; Victim/Survivor Services; Basic/Remedial Education; GED & High School Education Referral; Reading/Literacy; Vocational Education; Employment Training; Employment Placement; Employment Retention; Job Readiness/Life Skills; Money Management/Personal Financial Education; Family Reunification; Parenting Support/Education. Referrals to other resources available as needed.

## GOOD SHEPHERD GRACENTER

As a Women's Secondary Recovery Program, Good Shepherd Gracenter offers housing, case management and supportive services. The program is based on 12-step spirituality and a holistic approach. The program's mission is based on a belief in the dignity and worth of each person as a child of God. Participants are expected to stay at least six months. [www.gsgracenter.org](http://www.gsgracenter.org)

### To Get Connected

**Contact Person:** Sandra Munoz, Case Manager

**Phone:** (415) 337-1938 **Fax:** (415) 337-4668

**Email:** [smunoz@gsgracenter.org](mailto:smunoz@gsgracenter.org)

**Location:** 1310 Bacon St., San Francisco, CA 94134

**Notes:** No referral needed. Appointment needed. No drop-ins.

### Things To Know

**Languages Spoken:** Spanish, Greek, English

**What to Bring:** State-Issued ID, Social Security Card, TB Clearance; Medical Clearance

**Accessibility:** Yes.

**Client fees:** \$300/month minimum.

**Eligible Population:** Women and transgender women. May not have criminal convictions for sex or arson offenses. May not be a registered sex offender.

**Faith Based:** Yes.

**Direct Services:** Transitional Housing; Access to Internet; Assistance Getting Driver's License or Other ID; Clothing; Food/Prepared Meals; Hygiene/Personal Care Items; P.O. Box/Mail Service; Phone/Voicemail; Shower Facilities; Transit Vouchers; Community Education and Mediation; Intensive Case Management; Individual Counseling/Therapy; Mentorship; Restorative Justice/Survivor Impact; Support with Assessment and Application for Food Stamps, General Assistance, SSI, Credit Repair; Job Readiness and Life Skills; Money Management/Personal Financial Education; Representative Payee Services. Referrals to other resources available as needed.



## HAMILTON FAMILY CENTER *FIRST AVENUES PROGRAM*

The mission of Hamilton Family Center is to break the cycle of homelessness and poverty. Through a Housing First approach, HFC provides a continuum of housing solutions and comprehensive services that promote self-sufficiency for families and individuals, and foster the potential of children and youth. In July 2006, HFC launched a city wide Housing First Initiative called First Avenues: Housing Solutions for Families. First Avenues' primary focus is to return families to independent living and to assist families and individuals to maintain their housing. First Avenues assists families with addressing housing barriers, such as; eviction and credit problems, locating and securing rental units, accessing available resources for rental and move-in assistance, and short-term rental subsidies. Families applying for First Avenues financial assistance grants and/or residing in a San Francisco shelters may access the housing services from a First Avenues Homeless Prevention Case Manager including, Bay Area housing search, linkage to fair market housing, linkage to affordable, subsidized, permanent supportive housing, Housing Authority waitlists, housing application assistance, housing advice and counseling, landlord/tenant assistance, address obstacles such as bad credit and history of eviction, access credit reports, deposit and move-in assistance, application to short term rental subsidies, for those who are eligible. [www.myhousing.org](http://www.myhousing.org)  
[www.hamiltonfamilycenter.org](http://www.hamiltonfamilycenter.org)

### To Get Connected

**Contact Person:** Intake Specialist

**Phone:** (415) 614-9060 ext. 108

**Hours:** Monday – Friday, 9:00am to 5:00pm

**Location:** 255 Hyde Street, San Francisco

**Notes:** Applications for the Rental Subsidy Program can be picked up at the office. To qualify, prospective applicants must: 1) Be homeless or at risk of homelessness in San Francisco. 2) Have a qualifying income. 3) Must have legal custody of at least one minor child.

### Things To Know

**Languages Spoken:** English, Spanish, Cantonese.

**What to Bring:** All required documents are listed on the front of the Rental Subsidy Application.

**Accessibility:** Wheelchair accessible.

**Client fees, if any:** No client fees.

**Eligible Population:** Individuals who are currently homeless or at risk of losing their housing.

**Faith Based:** No.

### Move-In Assistance

Once housing is secured, First Avenues will provide a qualifying family with a grant towards deposit and/or first month's rent. First Avenues Move-In Assistance grants are one-time only. Deposits can be accessed for housing located both in and outside of San Francisco.

Eligibility Criteria:

- Family unit with legal custody of minor children
- Homeless, must provide appropriate documentation (i.e. Certification of Homelessness)
- Moving within or from San Francisco.
- Family has sufficient resources to pay monthly rent

### Rental Subsidy Program:

The First Avenues Rental Subsidy Program is targeted towards working families in San Francisco. Families may be in shelter or on the verge of homelessness. The Rental Subsidy Program provides eligible families with monthly rental assistance for 3-24 months. Families must demonstrate an ability to increase their income by at least the amount of the subsidy and recertify quarterly for eligibility, need and progress. This subsidy is used to enhance each family's employment goals and maintain their housing goals as they move towards self-sufficiency. Families pay 50% of their monthly income towards rent, and the rental assistance maximum per family is \$800 per month.

The rental subsidy is only applicable to market rate and affordable housing options; it cannot be applied to subsidized options like housing authority where the family's rental amount is determined by a percentage of their income. Families enrolled in this program receive home-based support services for the duration of their financial assistance.

**Eligibility Criteria:**

- Family is living in a shelter or transitional housing program in San Francisco or is housed in San Francisco and at risk of losing their housing;
- Have a household member who is working part or full-time, and/or families on Cal Works who are transitioning into work;
- If the family did not receive the subsidy they would be paying over 50% of their income toward rent;
- Income must be less than 50% AMI in San Francisco;
- Family has the ability to increase their monthly income and take over the full rent by the end of the program term.

**Eviction Prevention Program:**

First Avenues Eviction Prevention assistance is a one time, maximum \$1,500 grant to families and individuals facing imminent eviction and subsequent homelessness. The grant must prevent an eviction and avert the family or individual from entering shelter. First Avenues Eviction Prevention targets households who are at risk of eviction and who would be able to retain their housing with one-time rental assistance. Households receive follow up phone calls to ensure that they have remained stably housed.

**Eligibility Criteria:**

- Must have a legal lease
- W-9 from the landlord (or can obtain one from the landlord)
- Eviction Notice (within 30 days)
- Ability to pay rent forward.

Households need to call the Eviction Prevention Specialist at 415-614-9060 ext. 114

**Direct Services:** Eviction Prevention Assistance, Rental Move-in Assistance; Access to Internet; Clothing; Food/Prepared Meals; Transit Vouchers (youth passes for MUNI); Mental Health Treatment; Substance Abuse Treatment; Health & Wellness Education; Group Counseling/Therapy; Outreach; Employment Placement; Job Readiness/Life Skills; Money Management/Personal Financial Education; Housing & Eviction Defense; Couples/Family Counseling; Parenting Support/Education; Services for Children. Referrals to other resources available as needed.

## HAMILTON FAMILY CENTER *TRANSITIONAL HOUSING PROGRAM*

The Hamilton Family Center Transitional Housing program seeks to break the cycle of homelessness and poverty. Through a housing-first approach, we provide a continuum of housing solutions and hands-on services that promote self-sufficiency for families and individuals, and foster the potential of children and youth. The Transitional Housing Program offers 20 high-needs families interim housing with comprehensive support services for up to 18 months. [www.hamiltonfamilycenter.org](http://www.hamiltonfamilycenter.org)

### To Get Connected

**Contact Persons:** Front Desk

**Phone:** (415) 409-2100 ext 100

**Fax:** (415) 345-0471

**Email:** [thp.intake@hamiltonfamilycenter.org](mailto:thp.intake@hamiltonfamilycenter.org)

**Location:** 1631 Hayes St, San Francisco, CA 94117

**Notes:** Clients are required to have a referral from a social service provider and a certificate of homelessness. Appointment required.

### Things To Know

**Languages Spoken:** English, Spanish.

**What to Bring:** State-Issued ID, Social Security Card; birth certificates for children in physical/legal custody, and back rent notice or certification of homelessness. Program will try to assist client in getting these.

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.

**Client fees, if any:** Clients pay 30% of their income towards rent and an additional 20% into savings that is returned to them when they exit the program.

**Eligible Population:** Families (any adult/s with children) with at least one child under 18 in physical or legal custody or be in the 3<sup>rd</sup> trimester or 5<sup>th</sup> month of high risk pregnancy

**Faith Based:** No.

**Direct Services:** Access to Internet; Assistance getting Driver's License/ID; Clothing; Mental Health Treatment; Health & Wellness Education; Intensive Case Management; Individual Counseling; Housing Placement Assistance; Assistance Applying For CalFresh/Food Stamps; Assessment & Application for SSI; Credit Repair; Job Readiness/Life Skills; Money Management/Personal Financial Education; Assistance Applying For Health Insurance; Couples/Family Counseling; Family Reunification; Parenting Support/Education; Services For Children.

## HARBOR HOUSE THE SALVATION ARMY

Our mission is to create and deliver integrated solutions to profound social problems. Since 1991, The Salvation Army Harbor House has operated housing programs, provided chemical dependency treatment, workforce solutions, and other supportive services to single parent families with children or in reunification, who are homeless.

[www.sanfrancisco.salvationarmy.org/sanfrancisco/harbor\\_house](http://www.sanfrancisco.salvationarmy.org/sanfrancisco/harbor_house)

### To Get Connected

**Contact Persons:** Aviva Zuckrow, Director

**Phone:** (415) 503-3029

**Email:** [aviva.zuckrow@usw.salvationarmy.org](mailto:aviva.zuckrow@usw.salvationarmy.org)

**Specific Intake Days and Times:** Mon-Fri

**Hours:** 8am-4pm

**Location:** Call for location.

**Notes:** Referral from a case manager or other person in a professional capacity (i.e. parole agent). By appointment only -- No drop-ins.

### Things To Know

**Languages Spoken:** English.

**What to Bring:** State-Issued ID, TB Clearance, if Veteran, Form DD214. Program may be able to assist clients in getting these.

**Client fees, if any:** 30% of income-when income is in place. If just coming from prison, no charge until income in place.

**Eligible Population:** Men, women, women with children, all families. May not have conviction for sex offense or be a registered sex offender.

**Faith Based:** No.

**Direct Services:** Transitional Housing; Access to Internet; Assistance Getting Driver's License or Other ID; Clothing; Food/Prepared Meals; Hygiene/Personal Care Items; P.O. Box/Mail Service; Shower Facilities; Transit Vouchers; Substance Abuse Treatment; Dental Care; Group Counseling/Therapy; Intensive Case Management; Individual Counseling/Therapy; Mentorship; Outreach; Post-Incarceration Support; Workforce Services; Assessment & Application for Food Stamps, Cal WORKS, General Assistance; Credit Repair; Employment Training; Employment Placement; Employment Retention; Job Readiness/Life Skills; Money Management/Personal Financial Education; Childcare; Family Reunification; Parenting Support/Education Services for Children. Referrals to other resources available as needed.

## LUTHERAN SOCIAL SERVICES OF NORTHERN CALIFORNIA *FORENSIC HOUSING PROGRAM*

The Forensic Housing Program is a HOPWA-funded transitional housing program for homeless HIV+ men and women (including transgender men and women) who've been incarcerated at the county, state or federal level within the past 12 months. The program provides short term emergency shelter and transitional housing of up to 18 months while participants receive coordinated case management support to help stabilize their lives.

[www.lssnorcal.org/what\\_we\\_do/san-francisco-programs/supportive-housing/forens.html](http://www.lssnorcal.org/what_we_do/san-francisco-programs/supportive-housing/forens.html)

### To Get Connected

**Contact Persons:** Frank Perez, Program Manager

**Phone:** (415) 351-1337 **Fax:** (415) 351- 1228

**Email:** fperez@lssnorcal.org

**Hours:** Monday-Friday, 9am-5pm

**Location:** Kinney Hotel, 410 Eddy St., San Francisco, CA 94109

**Notes:** Clients must be referred by a primary case manager who will continue to provide services; referral process includes submitting program paperwork, letter of HIV+ diagnosis, income verification (if client already has income) and care plan. Client must be willing to follow rules and participate in program designed to provide stabilization and ensure transition into permanent housing

### Things To Know

**Languages Spoken:** English, Spanish.

**What to Bring:** Letter of HIV+ diagnosis, income verification and care plan must be provided at or by intake appointment.

**Accessibility:** Not wheelchair accessible.

**Client fees, if any:** 30% of monthly net income plus additional mandatory 20% monthly savings.

**Eligible Population:** HIV+ men and women (including transgender men and women) who've been incarcerated at the county, state or federal level within the past 12 months.

**Faith Based:** No.

**Direct Services:** Transitional Housing; Case Management. Additional program services include housing advocacy, money management services, linkages to HIV prevention, access to benefits counseling/advocacy, workshops/groups focused on teaching basic life skills, access to medical, access to oral health care, and access to behavioral health services targeting post-incarcerated individuals living with HIV/AIDS in the city and county of San Francisco, CA.

## THE METROPOLITAN FRESH START HOUSE, INC.

The Metropolitan Fresh Start Program is a six-month (or longer) faith-based transitional and outpatient program designed for men struggling with life's problems. The program is designed to provide progressive rehabilitation based on time-tested social model programs: the process of learning through doing and experiencing, plus exposure of clients to positive role models through staff and volunteers. [www.metropolitanfreshstart.org](http://www.metropolitanfreshstart.org)

### To Get Connected

**Contact Person:** Richard Suydam, Intake  
Coordinator Administrator

**Phone:** (415) 242-2412 **Fax:** (415) 242-2414

**Email:** [admin@freshstarthouse.org](mailto:admin@freshstarthouse.org)

**Hours:** Office Hours: Daily, 8:00am to 5:00pm

**Office Location/Treatment Center:**

1300 30<sup>th</sup> Ave., SF, CA 94122

**Mailing Address:**

P.O. Box 12190, SF, CA 94117

**Notes:** No referral needed. Appointments  
only: Call Intake Coordinator. No drop-ins.

### Things To Know

**Languages Spoken:** English.

**Client fees, if any:** Minimum \$850/month for  
residential treatment. Funding available for  
veterans.

**Eligible Population:** Men, ages 18-80. Must  
be clean and sober, must not have any  
medical or mental health condition that  
would prohibit program participation. May  
not have conviction for sex offense or be a  
registered sex offender.

**Faith Based:** Yes - optional.

**Direct Services:** Alcohol/Drug Treatment; Anger Management; Clothing; Counseling; Food/Meals;  
Life Skills; Mentoring; Phone/Voicemail; Residential/Housing (6 months to 1 year); Showers; Transit  
Vouchers. Referrals to other resources available as needed.

## NANNY'S SOBER LIVING

To help men and women maintain recovery while taking on everyday life challenges to self independence.

### To Get Connected

**Contact Person:** Suritha Jackson  
**Phone:** (415) 240-7526 or (916) 583-1917  
**Fax:** (415) 401-0500  
**Email:** nannys.sober.living@gmail.com  
**Hours:** Vary. Please call or write first.  
**Location:** 1686 Oakdale Avenue, San Francisco, CA 94124  
**Notes:** No referral needed. No drop-ins. Please call or write for appointment.

### Things To Know

**Languages Spoken:** English.  
**What to Bring:** TB clearance. Program will assist client in getting this.  
**Client fees, if any:** Varies, depending on income.  
**Eligible Population:** Men and women, 18 years and older. Cannot serve child sex offenders or minors; cannot serve individuals with a criminal conviction for gang-related offense, arson, or are registered sex offenders.  
**Faith Based:** No.

**Direct Services:** Transitional Housing; Assistance Getting Driver's License or other ID; Food/Prepared Meals/ Hygiene/Personal Care Items; Phone/Voicemail; Shower Facilities; Group Counseling/Therapy; Individual Counseling/Therapy; Family Reunification. Referrals to other resources.

## OUR FATHER'S SOBER LIVING ENVIRONMENT

Our Father's SLE (OFSLE) provides service-structured, low-cost transitional housing to recovering men who have become displaced as a result of substance abuse and addiction. Located in the Bayview Community, our home is designed to assist recovering men at the transitional and community re-entry phases of their recovery and our length of stay ranges from 6 months up to 1 year. [www.cleanlounge.info](http://www.cleanlounge.info)

### To Get Connected

**Contact Person:** Keesha Henry, Program Director  
**Phone:** (415) 926-0258  
**Email:** keeshahenry@gmail.com  
**Days and Hours:** Monday-Friday, 9:00am to 5:00pm for intakes.  
**Location:** 1641 LaSalle Ave. San Francisco, CA 94124  
**Notes:** Appointment required.

### Things To Know

**Languages Spoken:** English.  
**What to Bring:** California ID and any letters of recommendation or personal references to support your application to our program.  
**Accessibility:** Not wheelchair accessible.  
**Client fees:** Shared rooms are \$600/month.  
**Eligible Population:** Adult men, 18 years or older, with special outreach to veterans, seniors, parolees, and GBQT who have become homeless as a result of substance abuse/addiction.  
**Faith Based:** No.

**Direct Services:** Transitional Housing; Food/Prepared Meals; Hygiene/Personal Care Items; P.O. Box/Mail Service; Mental Health Treatment; Substance Abuse Treatment; Community Education & Mediation; Outreach; Post-Incarceration Support; Referrals to other resources available as needed.

## PHATT CHANCE COMMUNITY SERVICES

Phatt Chance Community Services, Inc., (PCCS) is a nonprofit organization that provides transitional short and long-term housing and other basic support services to individuals reintegrating to society after incarceration, homelessness, and those with mental health concerns. PCCS provides a safe, clean and sober living environment, basic psychosocial services, as well as aftercare for clients in various stages of drug and/or alcohol abuse recovery. PCCS utilizes a reintegration model that provides minimum structure paired with maximum accountability, which allows program participants to pursue employment, continued education, counseling services and other off-site responsibilities when appropriate. The duration of clients' stay at Phatt Chance Community Services depends entirely on the individual needs of each client. [www.phattchance.org](http://www.phattchance.org)

### To Get Connected

**Contact Person:** Intake/House Manager

**Phone:** (415) 822-9922

**Email:** [phattchancecommunity@gmail.com](mailto:phattchancecommunity@gmail.com)

**Intake Hours:** Monday through Friday, 8 am to 4 pm and by appointment

**Location:** San Francisco. Easily accessible by public transportation.

**Mailing Address:** Phatt Chance Community Services, Inc., 2443 Fillmore Street #216, San Francisco, CA 94115

### Things To Know

**Languages Spoken:** English.

**Client fees:** Based on individual service needs.

**Eligible Population:** Male only, 18 years and older.

**Faith Based:** No.

**Notes:** Long-term and short-term housing for men of any race, sexual orientation, ethnicity and faith.

**Direct Services:** Transitional Housing; Clean & Sober Living; Mental Health Assessment; Substance Abuse Education; Relapse Prevention and Intervention; Treatment Referrals; In-House Peer Support Groups; Self-Esteem and Community Building; Life Skills Training.



## **IN THE SPOTLIGHT: *GEORGE TURNER***

George Turner grew up in Oakland, California. A self-described former underground entrepreneur, Mr. Turner managed to escape the bleak outcome of his loved ones and moved on to earn a Bachelor's degree in Sociology, and a Master's degree in Gerontology from San Francisco State University.



George is currently a case manager with Leaders in Community Alternatives (LCA) working with transitional age youth (TAY). He is also a certified drug and alcohol counselor, founder and Executive Director of Phatt Chance Community Services, Inc., a 501(c) 3, a California Association of Addiction Recovery Resources (CAARR) certified nonprofit organization, providing clean and sober transitional housing for formerly incarcerated men.

## **IN THE SPOTLIGHT: *LARRY FREITAS***



After spending 17 years and 2 months in the California Prison system and losing 25 years of his life to a methamphetamine addiction, Larry made a commitment to change. In 2005, during his last term of incarceration, Larry was diagnosed with Bilateral Optic Neuropathy and deemed legally blind.

Upon his release from state prison in 2010, he went directly to substance abuse treatment at HealthRIGHT 360. After completing treatment, in light of all of the obstacles he faced, Larry attended City College of San Francisco and earned a CAADE Drug & Alcohol Certificate and is currently employed as a case manager with HealthRIGHT360.

## RECOVERY SURVIVAL NETWORK (RSN) *FAMILY OF FRIENDS SOBER LIVING NETWORK*

Our Mission: to help those who want to help themselves. Our goals: provide intensive case management coupled with clean and sober housing to help transition participants into self-sufficiency. [www.rsn2000.org](http://www.rsn2000.org)

### To Get Connected

**Contact Persons:** Lou Gordon, Executive Director; Kevin Henley, Program Manager  
**Phone:** (415) 552-1111 **Fax:** (415) 552-8444  
24 hour emergency hotline: 888-USE-NONE  
**Email:** [rsn2000@gmail.com](mailto:rsn2000@gmail.com)  
**Hours:** Monday – Friday, 9:00am to 5:00pm

#### Locations:

3032-16<sup>th</sup> St., San Francisco, CA 94110  
68-6<sup>th</sup> St., San Francisco, CA 94103  
1312 Utah St., San Francisco, CA 94110  
1657 Market St., San Francisco, CA 94103  
30 Sycamore St., San Francisco, CA 94110  
2697 Mission St., San Francisco, CA 94110

**Notes:** RSN transitional housing requires a referral from SFAPD, Superior Court, or the SF Sheriff's Department. Appointments preferred.

### Things To Know

**Languages Spoken:** English (translation for Spanish, Mandarin, Cantonese).  
**What to Bring:** State-Issued ID, Social Security Card, Proof of SF Residency, TB Clearance. Program will assist entering clients in getting these.  
**Accessibility:** Some facilities accommodate people with mobility impairments.  
**Client fees, if any:** Clean and sober living housing rate is \$1000.00 per month.  
**Eligible Population:** Men, Women, Transgender people. Individuals required to register as a sex offender are accepted on a case by case basis. Clients need a referral.  
**Faith Based:** No.

**Direct Services:** Stabilization Housing; Transitional Housing; Access to Internet; Assistance Getting Driver's License or Other ID; Clothing; Food/Prepared Meals; Hygiene/Personal Care Items; Transit Vouchers; Mental Health Treatment; Substance Abuse Treatment; Co-occurring Disorder/Dual Diagnosis Treatment; Anger Management; Community Education & Mediation; Intensive Case Management; Individual Counseling/Therapy (Peer-to-Peer only); Mentorship; Outreach; Post-Incarceration Support; Restorative Justice/Survivor Impact; Employment Training; Employment Placement; Job Readiness/Life Skills; Money Management/Personal Financial Education; Representative Payee Services; Family Reunification; Visits of Family Members in Jails & Prisons. Referrals to other resources available as needed.

## SAN FRANCISCO NETWORK MINISTRIES HOUSING CORPORATION *SAN FRANCISCO* **SAFEHOUSE**

SafeHouse is an 18-month transitional housing program for women; we provide gender-specific responses to chronic homelessness for women in the commercial sex industry. Our clean and sober living community empowers homeless women exiting prostitution to gain the skills and resources they need to grow and become independent and self-sufficient members of society. Services include case management, substance abuse treatment, individual and group therapy, money management and financial education, vocational testing, and guidance and assistance in finding permanent housing when leaving SafeHouse. [www.sfsafehouse.org](http://www.sfsafehouse.org)

### **To Get Connected**

**Contact Person:** Kristen Moore, Case Manager

**Phone:** (415) 643-7861 **Fax:** (415) 643-1293

**Email:** [casemanager@sfsafehouse.org](mailto:casemanager@sfsafehouse.org)

**Facility Hours:** 24 hours/7 days; Intake Monday – Friday, 8:00am to 5:00pm

**Mailing Address:** P.O. Box 40369, San Francisco, CA 94140

**Location:** Confidential location.

**Notes:** Clients can self-refer or be referred by a provider; if the program beds are full, SafeHouse maintains a waitlist and contacts prospective clients for intake.

### **Things To Know**

**Languages Spoken:** English.

**Client fees, if any:** 30% of any government assistance and/or 20% of any earned income.

**Eligible Population:** Women who are currently homeless, have a history of work in the sex industry, and have been clean and sober for at least 30 days. May not have a criminal conviction for arson or be a registered sex offender.

**Faith Based:** No.

**Direct Services:** Transitional Housing; Access to Internet; Assistance Getting Driver's License or Other ID; Clothing; Food/Prepared Meals; Hygiene/Personal Care Items; P.O. Box/Mail Service; Phone/Voicemail; Shower Facilities; Storage Facilities; Mental Health Treatment; Substance Abuse Treatment; Co-occurring Disorder/Dual Diagnosis Treatment; Dental Care; Health & Wellness Education; Menu Planning and Nutritionist Weekly; Group Counseling/Therapy; Intensive Case Management; Individual Counseling/Therapy; Mentorship; Outreach; Post-Incarceration Support; Trauma Recovery Services; Victim/Survivor Services; Basic/Remedial Education; College & Graduate Education; GED & High School Education; Assessment & Application for Food Stamps, General Assistance, SSI; Credit Repair; Job Readiness/Life Skills; Money Management/Personal Financial Education; Internship Program; Parenting Support/Education. Referrals to other resources available as needed.

## **SF STRONG**

In partnership with the Delancey Street Foundation, SF Strong is a transitional housing program for formerly incarcerated individuals. The facility houses 15 men who have been released from local or state custody and/or are on probation or parole. Program residents work with staff to develop an individualized reentry plan, including securing employment and/or participating in job training and education programs. Approximate length of stay is 3 months, which varies based on individual needs.

### **To Get Connected**

**Contact Persons:** Teri Delane

**Phone:** (415) 340-3285

**Email:** sfstrong4336@gmail.com

**Hours:** Monday – Friday from 9am – 5pm

**Location:** 4336 Irving St., SF, CA 94122

**Notes:** Men who are exiting local or state incarceration.

### **Things To Know**

**Languages Spoken:** English.

**Client fees, if any:** No fees upon initial placement; as individuals secure income, they may be expected to pay for some program costs.

**Eligible Population:** Men who are exiting local or state incarceration.

**Faith Based:** No

**Direct Services:** Transitional Housing; Counseling and Groups; Assistance with Job Readiness; Referrals to other resources available as needed.

## **IN THE SPOTLIGHT: *RICO HAMILTON***

Rico Hamilton is a native of San Francisco and was raised in the Western Addition neighborhood. He entered the criminal justice system as a juvenile and was later sentenced to prison. After being released from San Quentin in 2004, Rico reentered the world with a new vision. He began to educate himself about his community and how he could be a part of the effort to end the violence. He started working with S.F. Magic Zone as a teen program coordinator and later, worked to create a transitional age youth workforce development program.



Today, Rico works as a Crisis Responder with the San Francisco Street Violence Intervention Program. He is the co-founder of “Raw Talk for Life,” an in-custody program in the San Francisco County Jails. Since being appointed to the San Francisco Reentry Council, Mr. Hamilton has decided to further his education by attending Project Rebound at San Francisco State University, to pursue a Bachelor’s degree in Political Science with the vision of becoming further involved in local politics.

## **IN THE SPOTLIGHT: *NICHOLE PETTWAY***



Nichole dropped out of school in the 8<sup>th</sup> grade and by the age of eighteen she was addicted to drugs and introduced to the criminal justice system. After losing her first 2 children to child protective services, she gave birth to her third child in state prison. After being released from prison, she decided to make some critical life changes.

She completed a residential substance abuse program and began to focus on her goals. Today, Nichole has her children in her life, has completed her GED, received a teaching credential as a health educator, an Associate Degree which included a CAADE/CATC certification, and will be graduating with a Bachelor’s degree in June 2015. Nichole is currently employed by the Center on Criminal and Juvenile Justice (CJCJ) as the Program Manager of Cameo House, an alternative sentencing program for women.

## REENTRY TODAY

Transitional housing and supportive services for people in recovery from substance abuse/addiction.

### To Get Connected

**Contact Person:** Chris Jones

**Phone:** (415) 724-0311 **Fax:** (415) 658-7592

**Email:** cj122252@yahoo.com

**Hours:** Monday – Friday, 9:00am-5:00pm

**Location:** 1094 Gilman Street, San Francisco, CA 94124

**Notes:** No referral needed. Appointment required.

### Things To Know

**Languages Spoken:** English.

**What to Bring:** No documents needed prior to entry. Program will assist with documentation after intake.

**Client fees, if any:** \$700/month

**Eligible Population:** All individuals and family members.

**Faith Based:** No.

**Direct Services:** Transitional Housing; Anger Management; Individual Counseling, Relapse Prevention; Substance Abuse Treatment; Job Readiness. Referrals to other resources available as needed.

## IN THE SPOTLIGHT: *CHRIS JONES*

Chris Jones was raised in the Hunters Point area of San Francisco. After numerous interactions with the criminal justice system, Chris was sentenced to 15 years to life. In lieu of serving his time in state prison, he was given the opportunity to go to Delancey Street.



After graduating from Delancey, Chris was hired as the Program Coordinator at Up From Darkness, and later as a case manager at HealthRIGHT360. Chris is currently employed by San Mateo County Correctional Mental Health as an in-custody program counselor with the Choices program. Additionally, he is the founder and Executive Director of Reentry Today, a transitional housing program in San Francisco.

[www.vosf.org](http://www.vosf.org)

### **To Get Connected**

**Contact Persons:** Edgardo Gonzalez, Pastor

**Phone:** (415) 644-0555 **Fax:** (415) 710-4938

**Email:** [info@vosf.org](mailto:info@vosf.org)

**Hours:** Monday – Friday, 10:00am to 5:00pm

**Location:** 1266 Fitzgerald Avenue

San Francisco, CA 94124

**Notes:** No referral needed. Appointments only—no drop-ins.

### **Things To Know**

**Languages Spoken:** English.

**What to Bring:** TB Clearance. Program will assist clients in getting this.

**Client fees, if any:** Free of charge unless they have a source of income.

**Eligible Population:** Men and women, 18 and older. May not have a criminal conviction for sex offense; may not be a registered sex offender; may not be on psychiatric medication.

**Faith Based:** Yes - Christian.

**Direct Services:** Housing; Clothing; Food/Prepared Meals; Hygiene/Personal Care Items; P.O. Box/Mail Service; Shower Facilities; Substance Abuse Treatment; Free Clinic for Physical Health; Anger Management; Community Education & Mediation; Group Counseling/Therapy; Intensive Case Management; Individual Counseling/Therapy; Mentorship; Outreach; Post-Incarceration Support; Restorative Justice/Survivor Impact; Trauma Recovery Services; Victim/Survivor Services; Basic/Remedial Education; Vocational Education; Assessment & Application for Food Stamps, General Assistance; Employment Training; Job Readiness/Life Skills; Money Management/Personal Financial Education; Clean Slate/Conviction Expungement Services; Couples/Family Counseling; Family Reunification; Parenting Support/Education Services for Children; Visits of Family Members in Jails & Prisons. Referrals to other resources available as needed.

## EMERGENCY SHELTER FOR INDIVIDUALS

If you are an adult without children with you, you can seek emergency shelter through any one of the following locations. These places can help you reserve a shelter bed during the days and times listed, at one of the emergency shelters for individuals in San Francisco. Further, these locations can help you get connected to more permanent housing opportunities.

### GLIDE WALK-IN CENTER

**Language(s) Spoken:** English, Cantonese and Spanish

**Location:** 330 Ellis Street, #101, San Francisco, CA

**Hours:** Monday - Friday: 7:00am to 11:00am; 4:00pm to 9:00pm

**Phone:** (415) 674-6012 **Fax:** (415)775-1989

**Accessibility:** Wheelchair accessible; all other reasonable accommodations as needed.

### MISSION NEIGHBORHOOD RESOURCE CENTER

**Language(s) Spoken:** English and Spanish

**Location:** 165 Capp Street, between 16<sup>th</sup> and 17<sup>th</sup> Streets, San Francisco, CA

**Hours:** Monday – Friday: 7:00am to 12:00pm and 2:00pm to 7:00pm (Thurs until 5pm)

Saturday: 7:00am to 12:00pm

**Phone:** (415) 869-7977 **Fax:** (415) 241-9758

**Accessibility:** Wheelchair accessible; all other reasonable accommodations as needed.

### MULTI-SERVICE CENTER (MSC) SOUTH

**Language(s) Spoken:** English

**Location:** 525 5<sup>th</sup> Street, San Francisco, CA

**Hours:** 24 Hours; Shelter Reservations from 5:00pm-1:00am

**Phone:** (415) 597-7960 **Fax:** (415) 597-7946

**Accessibility:** Wheelchair accessible; all other reasonable accommodations as needed.

### UNITED COUNCIL OF HUMAN SERVICES

**Language(s) Spoken:** English and Spanish

**Location:** 2111 Jennings Street, between Van Dyke and Wallace Avenues, San Francisco, CA

**Hours:** Everyday: 7:00am to 9:00am (Breakfast), 9:00am to 5:00pm (Office Hours), 5:00pm to 7:00pm (Dinner), 7pm-9pm (Showers)

**Phone:** (415) 671-1100 **Fax:** (415) 822-3436

**Accessibility:** Wheelchair accessible; all other reasonable accommodations as needed.



## CATS A WOMAN'S PLACE

CATS helps those most in need get off the street, achieve stability and establish permanent housing by providing compassionate, culturally sensitive services and stays of 4-18 months. [www.catsinc.org](http://www.catsinc.org)

### To Get Connected

**Contact Persons:** Case Manager on duty

**Phone:** (415) 487-2140 **Email:**

Transitional Housing: [sherita@awpcats.org](mailto:sherita@awpcats.org)

HIV Caseworker: [pau@awpcats.org](mailto:pau@awpcats.org)

Substance use treatment: [Blake@awpcats.org](mailto:Blake@awpcats.org)

Program Coordinator: [rachel@awpcats.org](mailto:rachel@awpcats.org)

**Intake:** Everyday 8am-4pm.

**Facility Hours:** 24 hours/7 days. Business hours: 8am-4:00pm; Drop-in 12pm-4:30pm.

**Location:** 1049 Howard St. San Francisco, CA 94103

**Notes:** No referral needed.

**Direct Services:** Emergency Shelter; Transitional Housing; Access to Internet (no computers available, wireless only); Food/Prepared Meals; Hygiene/Personal Care Items; Phones (no voicemail); Shower Facilities; Substance Abuse Treatment; Medical Care. Referrals to other resources available as needed.

### Things To Know

**Languages Spoken:** Spanish, English.

**What to Bring:** TB Clearance.

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.

**Client fees, if any:** Emergency shelter clients do not pay program fees. Clients in Substance Abuse or Transitional Housing pay 30% of income based on HUD guidelines.

**Eligible Population:** All Women, MTF Transgender people, Pregnant women.

Program does not serve FTM Transgender individuals.

**Faith Based:** No.

## IN THE SPOTLIGHT: *KATIE DIXON*

Katie Dixon entered the criminal justice system at as a juvenile and served time on manslaughter charges. As time went on, a cycle of in and out of jail became routine for her. In 2012, Katie got the opportunity to go to the Delancey Street Foundation in San Francisco and rebuild her life.



With the skills Katie learned at Delancey Street and the resources of the Community Assessment and Services Center (CASC), Katie has launched a new career at Social Imprints, a digital printing company in San Francisco.

## EMERGENCY SHELTER FOR FAMILIES

If you are an adult with your children, you can seek emergency shelter for families through Compass Connecting Point for family shelters. You should get on this waiting list as soon as possible. If you need a family shelter bed tonight, contact Hamilton Family Residences and Emergency Center (on the following page).

### COMPASS FAMILY SERVICES *COMPASS CONNECTING POINT*

Compass Connecting Point (CCP) is a unique program that gives any San Francisco family experiencing a housing crisis quick access to the services that they need most, including eviction prevention, emergency shelter, health care, child care and educational programs. CCP manages the shelter waiting list for the City-funded long-term family shelters. Our goals are to place families into shelter and provide supportive services during that wait, including emergency food, diapers, transportation assistance, and intensive support with housing search. Additionally, CCP provides a one time interest free loan for move in funds and eviction prevention.

[www.compass-sf.org/programs/connecting-point](http://www.compass-sf.org/programs/connecting-point)

#### To Get Connected

**Contact Person:** Any hotline worker or Crisis Intervention Counselor

**Phone:** (855) 234-2667

**Fax:** (415) 442-5138

**Specific Intake Days/Times:** Monday 9am-12pm and 1pm-5pm; Tuesday 9am-12pm and 3pm-5pm; Wednesday 9am-12pm and 1pm-5pm; Thursday 9am-12pm and 2pm-5pm; and Friday 9am-12pm and 1pm-5pm

**Note:** No referral required. All clients are required to do a 15 minute phone intake over the hotline at (855) 234-2667. Drop-in services are available Monday 9am-12pm, Wednesday 10:30am-12pm, Friday 9am-12pm. Families are typically on the waitlist for 6 to 8 months during which time we provide supportive services.

**Direct Services:** Emergency Shelter; Rental Move-In Assistance; Access to Internet; Assistance Getting Driver's License or Other ID; Clothing; Food/Prepared Meals; Hygiene/Personal Care Items; P.O. Box/Mail Service; Transit Vouchers; Mental Health Treatment; Health & Wellness Education; Assistance Applying for CalFresh/Food Stamps.

#### Things To Know

**Languages Spoken:** English, Spanish, Cantonese, Mandarin, German. We are able to arrange ASL interpreters.

**Accessibility:** Wheelchair accessible.

**Client fees:** None

**Eligible Population:** All families, pregnant women, women with children. Eligible families have at least one legal adult plus either a minor child in their custody or a pregnancy. There is no maximum family size. For shelter wait list, families must be homeless and receiving public benefits in SF or willing to transfer to SF. For rental assistance, families must be SF residents. For move in funds, they must be homeless in SF and have a unit they have been accepted into.

**Faith Based:** No.

## **HAMILTON FAMILY CENTER *HAMILTON FAMILY RESIDENCE & EMERGENCY CENTER***

Our mission is to break the cycle of homelessness and poverty. Through a housing-first approach, we provide a continuum of housing solutions and hands-on services that promote self-sufficiency for families and individuals, and foster the potential of children and youth.

[www.hamiltonfamilycenter.org](http://www.hamiltonfamilycenter.org)

### **To Get Connected**

**Contact Persons:** Any staff member.

**Emergency Center Phone:** (415) 292-9930

**Emergency Bed Call-in #:** (415) 292-5228

**Fax:** (415) 292-9951

**Call-ins for Emergency Beds twice daily:**

Monday to Friday, 11:00am and 5:00pm  
415-292-5228

**Facility Hours:** 24 hours, 7 days

**Location:** 260 Golden Gate Ave., San Francisco, CA 94102

**Notes:** Emergency beds are available daily for 1-night stays, and are given away on a first come, first served basis. Emergency Center program also has 60-day stays. Call Emergency Center for more information.

### **Things To Know**

**Languages Spoken:** English & Spanish.

**What to Bring:** State-Issued ID, Social Security Card, Birth Certificate, and TB Clearance.

Note: There is a grace period of a few days for individuals who are gathering these documents. Program will assist client in getting these documents.

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.

**Client fees, if any:** None.

**Eligible Population:** Must have child under 18 in physical or legal custody or be pregnant in third trimester or in fifth month of high risk pregnancy.

**Faith Based:** No.

**Direct Services:** Emergency Shelter; Access to Internet; Food/Prepared Meals; Hygiene/Personal Care Items; P.O. Box/Mail Service; Local Phone; Shower Facilities; Transit Vouchers; Mental Health Treatment; Medical Care; Health & Wellness Education; Group Counseling/Therapy; Individual Counseling/Therapy; Job Readiness/Life Skills; Money Management/Personal Financial Education; After School Programming and Activities for Children ages 0-18; Parenting Support/Education. Referrals to other resources available as needed.

## DOMESTIC VIOLENCE SHELTERS

If you are in danger of violence, seek help. The following shelters offer temporary housing at confidential locations.

### ASIAN WOMEN'S SHELTER

The mission of the Asian Women's Shelter (AWS) is to eliminate domestic violence by promoting the social, economic, and political self-determination of women. AWS is committed to every person's right to live in a violence-free home. It specifically addresses the cultural and language needs of immigrant, refugee, and U.S.-born Asian women and their children. AWS's perspective is reflected in the agency's broad strategy, which integrates culturally knowledgeable and language-accessible shelter services, educational programs, and community-based initiatives and advocacy.

[www.sfaws.org](http://www.sfaws.org)

#### To Get Connected

**Contact Person:** Crisis Line

**Phone:** (415) 751-0880

**Crisis Line:** Monday – Friday, 9:00am to 5:00pm. After hours, crisis line rolls over to WOMAN, Inc.

**Mailing Address:** 3543 - 18th Street #19, SF, CA 94110

**Notes:** No referral needed. Call crisis line at any time. Location is confidential, so no drop-ins, but call to get connected with services.

#### Things To Know

**Languages Spoken:** Arabic, Bengali, Cantonese, Dutch, Farsi, Georgian, Gujarati, Hindi, Indonesian, Japanese, Javanese, Kachi, Kannada, Korean, Lao, Mandarin, Punjabi, Russian, Spanish, Tagalog, Taiwanese, Tamil, Telugu, Thai, Tosa.

**Accessibility:** Wheelchair accessible. Other disabilities are accommodated.

**Client fees, if any:** None.

**Eligible Population:** Women, Transgender people, Pregnant women, Women with children, All families. No male adults over the age of 18.

**Faith Based:** No.

**Direct Services:** Emergency Shelter; Rental Move-in Assistance; Access to Internet; Clothing; Food/Prepared Meals; Hygiene/Personal Care Items; Phone/Voicemail; Shower Facilities; Storage Facilities; Transit Vouchers; Health & Wellness Education; Intensive Case Management; Outreach; Childcare (Emergency); Children Program Activities; Parenting Support/Education; Services for Children. Referrals to other resources available as needed.

## LA CASA DE LAS MADRES

La Casa offers a comprehensive continuum of support services for survivors of domestic violence. La Casa offers safety-first, empowerment and client-centered services. It offers crisis response, emergency shelter, and ongoing counseling and resource advocacy. Ending or escaping domestic violence is a process. Services are confidential. Individuals do not have to leave the abusive partner before accessing support. [www.lacasa.org](http://www.lacasa.org)

### To Get Connected

**Phone:** (415) 503-0500

**24-Hour Hotline:** (877) 503-1850

**Fax:** (415) 503-0301 **Email:** [info@lacasa.org](mailto:info@lacasa.org)

**Hours:** Monday – Friday, 8:30am to 5:00pm

**Address:** 1663 Mission Street, Suite 225, San Francisco, CA 94103 or 850 Bryant Street, 5<sup>th</sup> Floor SVU, San Francisco, CA 94103

**Notes:** No referral needed. Drop-ins available. Shelter location is confidential.

### Things To Know

**Languages Spoken:** English, Spanish, Mandarin, Farsi, and others.

**Accessibility:** Wheelchair accessible.

**Client fees, if any:** Free and confidential.

**Eligible Population:** Women; Transgender Women; Women w/ Children; Pregnant Women; Teens, Age 11-24; if facing domestic violence.

**Faith Based:** No.

**Direct Services:** Emergency Shelter; Legal Assistance/Advocacy; Accompany to Court Dates; Help/Vouchers to Get State ID; Parenting Support; Services for Children; Counseling; Life Skills; Mentoring; Trauma Recovery; Victim Services. Referrals to other resources available as needed.

## IN THE SPOTLIGHT: *RACHEL DUNNE*



After losing ten years of her life to drugs and crime, Rachel took an opportunity to get treatment for her addiction. After completing 17 months at Asian American Residential Treatment Program, she has reunited with her family and works as a production assistant for Road 22, a high end clothing manufacturer that employs formerly incarcerated women.